



The Health Home Connection at DWC



www.DWCweb.org



ABOUT DWC

The Downtown Women's Center (DWC) provides permanent supportive housing and a safe and healthy community fostering dignity, respect, and personal stability, and advocates ending homelessness for women.

Founded in 1978, DWC is the only resource in Los Angeles that is exclusively dedicated to serving the unique needs of homeless and very low-income women in downtown Los Angeles' Skid Row community.



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FEMALE HOMELESSNESS IN LOS ANGELES

As the fastest growing segment of the homeless population, **32%* are women**, many of whom face unique challenges and barriers.

Over **40%* of homeless women** reported that they were homeless for at least 5 years.



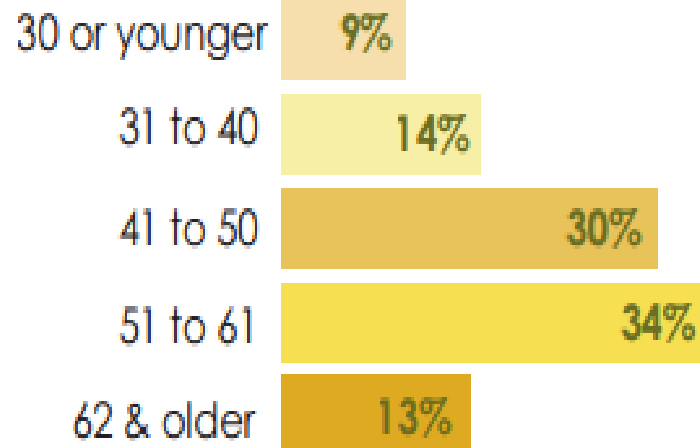


DWC DEMOGRAPHICS

Race/Ethnicity:

53% African American
22% Non-Hispanic White
12% Hispanic/Latina
5% Multi-Racial/Ethnic
4% Other
3% Native American
1% Asian or Pacific Islander

Age:



DWC Values



Community

Empowerment

Creativity

Flexibility

Feminism

Sustainability

Compassion

Dignity





DWC Programs and Services

DWC is nationally recognized as a prototype for unique and effective programs serving homeless women and ending homelessness.

DWC served over 4000 women last year.

DAY CENTER

- 200 women visit the drop-in Day Center each day
- Popular services: Meals (over 90,000), Showers, Telephones and Mail

RESIDENCE

- DWC provides 119 units of permanent supportive housing (2 locations)
- 95% of the women we house stay housed permanently—a high success rate for ending homelessness

CLINICAL HEALTH SERVICES

- Case management, mental health services, medical services
- Over 1200 women served

VOCATIONAL EDUCATION AND SOCIAL ENTERPRISE

- Education, skill development and on the job training opportunities



DWC Health Services

The mission of the DWC Health Team is to provide comprehensive and holistic health care services that assist homeless and low income women in the Skid Row Community to improve their health and wellness and support their personal stability.

- Staff:
 - Health Program Manager
 - Medical Case Manager
 - Benefits Case Manager
 - Health Program Specialist
- Services:
 - DWC/JWCH Women's Health Clinic
 - Specialty screenings (mammogram, podiatry, HIV)
 - Health and wellness programs
 - Patient navigation & care coordination
 - Benefits case management

Affordable Care Act (ACA)

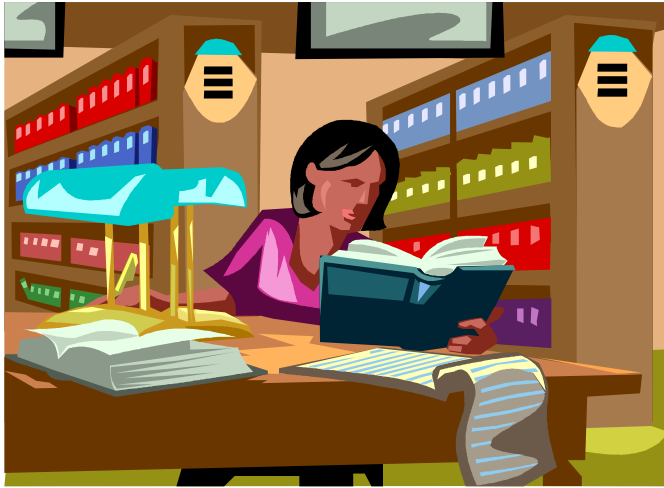
- Law was passed in March 2010 to provide all Americans with affordable health care
- Expansion of Medicaid (Medi-Cal) benefits
- Mental health and substance abuse parity
- Free preventive services
- One cannot be denied medical coverage for pre-existing conditions

Preparing for the ACA – LA County



- Healthy Way Los Angeles (HWLA) was a free public health care program available to underinsured or uninsured, low-income residents of Los Angeles County starting in 2010.
- HWLA extended health care insurance to uninsured LA County residents living at 0 to 133 percent of the Federal Poverty Level (FPL).
- HWLA was developed to help transition new enrollees into Medi-Cal starting in January 2014.

Preparing for the ACA - DWC



Benefits Case Manager (BCM) attended ACA trainings, workshops, seminars, etc.

BCM then trained and educated DWC staff, interns, and volunteers



Preparing for the ACA - DWC

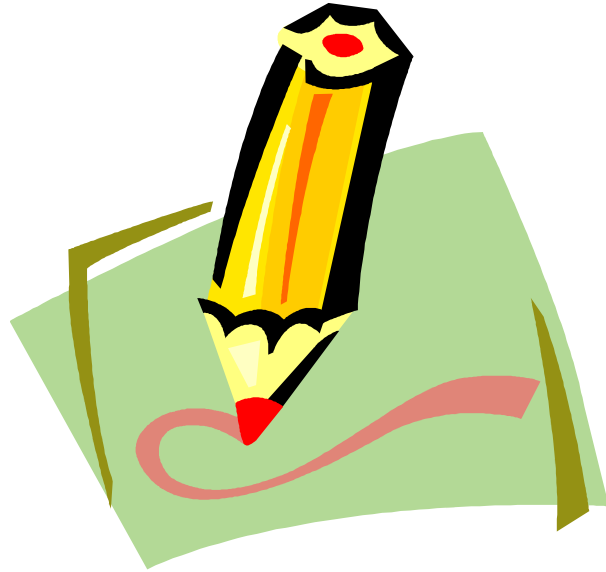


Educated and outreached
to clients

Held HWLA Enrollment
Fairs with partnering clinic
to ID and check benefits
status



After the ACA went into effect



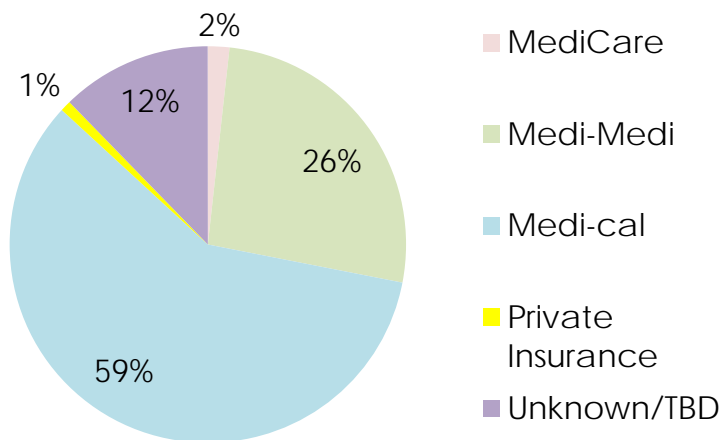
Educated clients who
were auto-enrolled in
Medi-Cal

Provided resources
to clients on how to
access and use their
new benefits

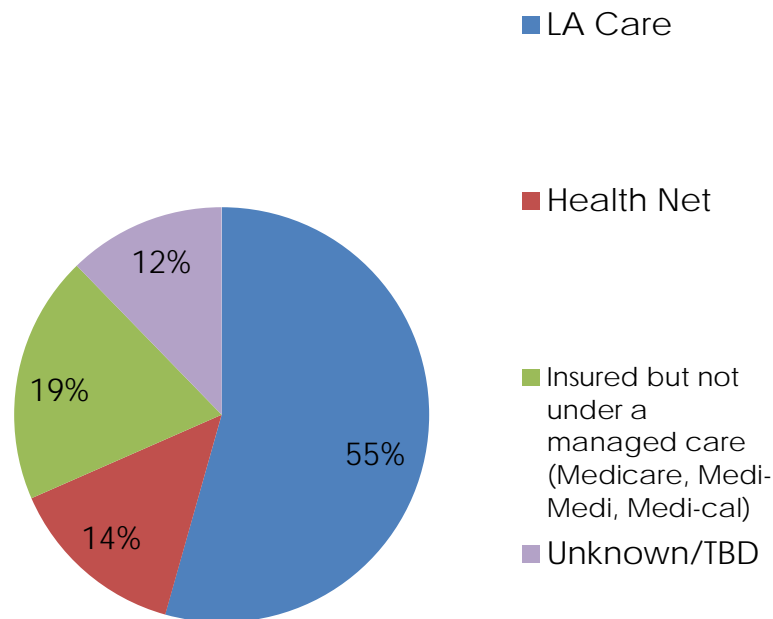


Survey of DWC Residents

Types of Medical Insurance

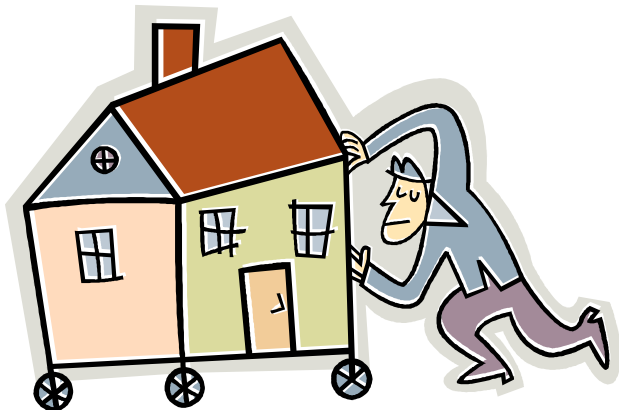


Types of Managed Care



After the ACA went into effect

Collaborated
with other
organizations
and insurance
providers



Started using
Coordinated Entry
System (CES) to ID
clients

Coordinated Entry System (CES)

Demonstrated Need through CES Data (updated April 2014)		
Demographic Category	All Clients	% of All Clients
Total In the System	4,061	100%
Total Women	1,417	35%
Men and Women Reporting on Medi-Cal	1,919	47%
Women Reporting on Medi-Cal	759	19% (53.5% of women)
Total Men and Women Reporting Medical Home (PCP)	2615	64%
Total Women Reporting Medical Home (PCP)	936	23% (66% of women)

Project Change Leaders

1. Enroll CES individuals aged 55+ into Medi-Cal
2. Link Medi-Cal enrollees to a medical home (Primary Care Physician) of their choosing
3. Provide education regarding changes to Medi-Cal since ACA implementation
4. Help individuals maintain and utilize Medi-Cal benefits

DWC continues to:

- Provide ongoing benefits outreach & education
- Assess women for medical benefits
- Educate clients about primary care physicians, preventive care, health promotion activities, and nurse advice lines
- Monitor and reduce hospitalizations and triage medical care



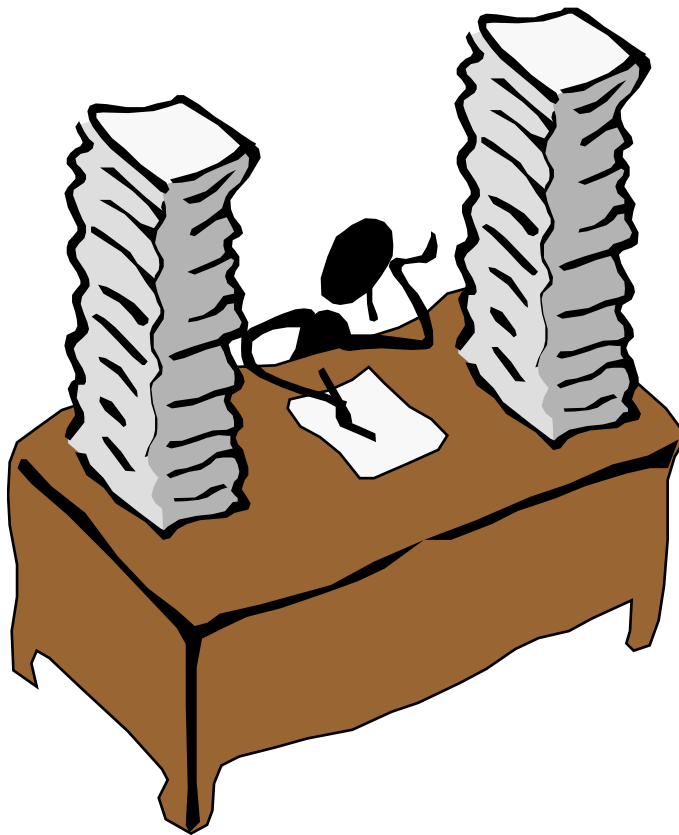
Q1 Stats

- 253 women outreached to re: benefits
- 278 clinic visits
- 155 specialty screening attendees
- 84 health workshops
- 54 participants in 1:1 wellness sessions
- 68 mammograms
- 231 benefits sessions with 143 women
- 53 women chose/changed their medical home

Future Plans

- Educate clients and staff about Cal MediConnect (Medi-Medi clients)
- Denti-Cal roll-out
- Use CES to ID and refer clients without benefits
- Assist clients with recertification
- Patient navigation and care coordination with health plans

Challenges



- All HWLA clients have not successfully transitioned to Medi-Cal
- Many women were auto-enrolled to a medical home
- Many uninsured clients' Medi-Cal applications from early 2014 are still pending (especially via CoveredCA.com)

Successes

- Department of Health Services (DHS) has been helpful with troubleshooting
- Many clients are successfully utilizing their medical insurance
- MCM and BCM became Certified Enrollment Counselors through Covered CA
- New collaborations with health plans and outside agencies



SUCCESS STORIES!



"The doctor at the clinic referred me to Katie, (Medical Case Manager) who helped me emotionally and gave me support through this tough journey alone." - Nomsa

"When I was overweight, my life stopped. But being a part of the 'On the Move' Program I have my life back." - Dolores



Resources

- www.itup.org

Carolina Colman, Research Manager:
carolina@itup.org

- www.calduals.org
- www.dhcs.ca.gov
- Customer Service Center (Dept. of Public Social Service) 866-613-3777

Contact Us...

Sarah Mitchell, LCSW

Health Program Manager
Downtown Women's Center
SarahM@DWCweb.org

Elizabeth Ngo

Benefits Case Manager
Downtown Women's Center
ElizabethN@DWCweb.org